

I. FUNERAL ARRANGEMENT (62%)

DESCRIPTION: This content area assesses the candidate's ability to arrange, plan, and carry out client's disposition needs.

Code Sections

DISPOSITION CONTROL (15%)	Determine person(s) who have the right to control disposition of human remains.	<ul style="list-style-type: none"> Knowledge of laws pertaining to person(s) having the right to control disposition of human remains. 	H&S 7100, H&S 7100.1, H&S 7102, H&S 7103, H&S 7104, H&S 7105, FAM 297, PRO 4683, H&S 7001
	Obtain authorization for embalming.	<ul style="list-style-type: none"> Knowledge of laws pertaining to person(s) having the right to control disposition of human remains. Knowledge of laws for authorization to embalm. 	H&S 7300 thru H&S 7304, CCR 1214
	Obtain release documents from the person who has the right to control disposition.	<ul style="list-style-type: none"> Knowledge of laws pertaining to person(s) having the right to control disposition of human remains. Knowledge of requirements regarding order to release. 	H&S 7102, H&S 7053, B&P 7706
	Obtain authorization of Cremation.	<ul style="list-style-type: none"> Knowledge of laws pertaining to persons(s) having the right to control disposition of human remains. Knowledge of laws for authorization to cremate. 	B&P 7685.2, H&S 7054, H&S 7111, H&S 8342, H&S 8345, H&S 8345.5
CONTRACTS/ DISCLOSURES (16%)	Disclose prices of funeral goods and services.	<ul style="list-style-type: none"> Knowledge of laws pertaining to disclosure of General Price List (GPL). Knowledge of laws pertaining to disclosure of Casket Price List (CPL). Knowledge of consumer disclosures pertaining to goods and services. Knowledge of laws regarding cash advance items. 	B&P 7685 thru B&P 7685.6, CCR 1258.1, FTC, CCR 1258.2 Rentals
	Explain itemization of costs of the funeral service contract.	<ul style="list-style-type: none"> Knowledge of laws pertaining to disclosure of GPL. Knowledge of laws pertaining to disclosure of CPL. Knowledge of laws pertaining to content of funeral service contracts. Knowledge of laws regarding cash advance items. Knowledge of laws pertaining to nondeclinable fees. 	B&P 7685.2 thru B&P 7685.3, CCR 1258.1-1258.3, FTC
	Explain required consumer disclosures.	<ul style="list-style-type: none"> Knowledge of laws pertaining to disclosure of GPL. Knowledge of laws pertaining to disclosure of CPL. Knowledge of consumer disclosures pertaining to goods and services. Knowledge of laws pertaining to disclosure of sealing devices on caskets. Knowledge of laws pertaining to disclosure rental casket information. Knowledge of laws pertaining to outer burial container price list. 	B&P 7685 thru B&P 7685.6, B&P 7745, B&P 17530.7, CCR 1258 thru 1258.4, CC 1632, FTC

B&P Business and Professions Code**CC** Civil Code**CCR** California Code of Regulations - Title 16**FAM** Family Code**FTC** CFR - Title 16 (FTC Funeral Rule)**GOV** Government Code**H&S** Health and Safety Code**PRO** Probate Code**W&I** Welfare and Institutions Code

I. FUNERAL ARRANGEMENT (CONTINUED)			Code Sections
CONTRACT/ DISCLOSURES (16%) (CONTINUED)	Determine need for cash advance items to be provided.	<ul style="list-style-type: none"> Knowledge of laws regarding cash advance items. 	B&P 7633, CCR 1258.2, FTC
	Explain cemetery charges or costs that are included in the funeral contract.	<ul style="list-style-type: none"> Knowledge of different types of outer burial containers. Knowledge of laws regarding cash advance items. 	CCR 1258.2, FTC
CREMATION (9%)	Explain legal requirements of cremation.	<ul style="list-style-type: none"> Knowledge of laws pertaining to person(s) having the right to control disposition of human remains. Knowledge of state laws pertaining to the legal definition of cremation and processing of human remains. 	H&S 7010, H&S 7010.3, H&S 7054.1, H&S 7054.7, H&S 7100, H&S 7100.1, H&S 7102, H&S 7103, H&S 7104, H&S 7105, H&S 7116., FAM 297, PRO 4683, H&S 7002, H&S 7006, 7006.3, 7006.5, 7006.7
	Provide basic information about the cremation process.	<ul style="list-style-type: none"> Knowledge of state laws pertaining to the legal definition of cremation and processing of human remains. 	H&S 7010, H&S 7054.1, H&S 7054.7, H&S 7116, H&S 8345.5, FTC
SERVICE/ MERCHANDISE (13%)	Explain alternatives or options for funeral/memorial services.	<ul style="list-style-type: none"> Knowledge of different types of funeral/memorial services. Knowledge of effects of religious or cultural customs on funeral/memorial services and practices. 	H&S 7152, FTC
	Determine need for services and service items to be provided.	<ul style="list-style-type: none"> Knowledge of different types of funeral/memorial services. Knowledge of effects of religious or cultural customs on funeral/memorial services and practices. 	H&S 7152, FTC
	Determine need for merchandise items to be provided.	<ul style="list-style-type: none"> Knowledge of different types of caskets. Knowledge of alternative burial & cremation containers. Knowledge of different types of shipping containers. Knowledge of different types of outer burial containers. 	CCR 1258.1, CCR 1258.2, H&S 7355 FTC
	Provide basic information about the embalming process.	<ul style="list-style-type: none"> Knowledge of state laws pertaining to the legal definition of embalming. 	B&P 7640, CCR 1214
DISPOSITION (9%)	Explain requirements for disposition of cremated human remains.	<ul style="list-style-type: none"> Knowledge of laws pertaining to disposition of cremated human remains. Knowledge of requirements for disposition of cremated human remains. 	H&S 7100, H&S 7100.1, H&S 7102, H&S 7103, H&S 7104, H&S 7105, H&S 7054, H&S 7054.1, H&S 7054.6, H&S 7116, H&S 7117, H&S 103060, FAM 297, PRO 4683, H&S 7024, 7007, 7005, 7010.7, 7011, 7011.2, 7012, 7013, 7014, 7015, 7022
	Explain requirements for disposition of non-cremated human remains.	<ul style="list-style-type: none"> Knowledge of requirements for disposition of noncremated human remains. 	H&S 7025, H&S 7054, H&S 7024, 7007, 7005, 7010.7, 7011, 7011.2, 7012, 7013, 7014, 7015, 7022
		<ul style="list-style-type: none"> Knowledge of laws pertaining to the donation of anatomical gifts. 	H&S 7150 thru H&S 7160, GOV 27491.44
		<ul style="list-style-type: none"> Knowledge of procedures for shipping human remains. 	H&S 7355
		<ul style="list-style-type: none"> Knowledge of laws pertaining to disinterment. 	H&S 7500, H&S 7501, H&S 7525, H&S 7526, H&S 7527, H&S 7528
	Explain options or alternatives for interment.	<ul style="list-style-type: none"> Knowledge of types of interment. Knowledge of procedures for interment of human remains. 	H&S 7003, H&S 7009, 7007, 7005, 7010.7, 7011, 7011.2, 7012, 7013, 7014, 7015, 7022

II. PRENEED (17%)

DESCRIPTION: This content area assesses the candidate's ability to assist clients in arranging final disposition in advance of need.

Code Sections

PRENEED ADMINISTRATION (6%)	Explain how preneed funds are disbursed at time of need.	<ul style="list-style-type: none"> Knowledge of terms and conditions of preneed contracts. 	B&P 7735, CCR 1275, CCR 1277 Pre-Defined
	Explain how preneed funds received from consumer are held.	<ul style="list-style-type: none"> Knowledge of legal requirements for irrevocable preneed arrangements. Knowledge of preneed funding methods. Knowledge of laws governing preneed trust administration. 	B&P 7737, B&P 7737.5, B&P 7737.7, CCR 1263, W&I 11158, CCR 1277 Pre-Defined
	Maintain records of preneed funds.	<ul style="list-style-type: none"> Knowledge of preneed funding methods. Knowledge of laws governing preneed trust administration. 	B&P 7735 thru B&P 7746, CCR 1267, CCR 1277 Pre-Defined
TERMS AND CONDITIONS (11%)	Explain terms of preneed arrangement per preneed contract.	<ul style="list-style-type: none"> Knowledge of conditions included in guaranteed preneed arrangements. Knowledge of contractual obligations of a funded preneed arrangement. Knowledge of terms and conditions of preneed contracts. Knowledge of conditions included in nonguaranteed preneed arrangements. Knowledge of legal requirements for irrevocable preneed arrangements. Knowledge of laws governing preneed trust administration. 	CCR 1275, W&I 11158
	Explain difference between guaranteed and non guaranteed preneed arrangements.	<ul style="list-style-type: none"> Knowledge of conditions included in guaranteed preneed arrangements. Knowledge of conditions included in nonguaranteed preneed arrangements. 	CCR 1275
	Explain difference between unfunded and funded preneed arrangements.	<ul style="list-style-type: none"> Knowledge of contractual obligations of a funded preneed arrangement. Knowledge of terms and conditions of preneed contracts. 	B&P 7685.6, B&P 7745
	Explain difference between revocable and irrevocable preneed arrangements.	<ul style="list-style-type: none"> Knowledge of terms and conditions of preneed contracts. Knowledge of legal requirements for irrevocable preneed arrangements. 	B&P 7737, W&I 11158
	Establish legal terms of preneed contract.	<ul style="list-style-type: none"> Knowledge of conditions included in guaranteed preneed arrangements. Knowledge of terms and conditions of preneed contracts. Knowledge of conditions included in nonguaranteed preneed arrangements. Knowledge of legal requirements for irrevocable preneed arrangements. Knowledge of requirements to establish preneed trust funds. 	B&P 7735, B&P 7737, CCR 1275, W&I 11158
	Explain self-funded preneed arrangements.	<ul style="list-style-type: none"> Knowledge of terms and conditions of preneed contracts. Knowledge of preneed funding methods. 	B&P 7737.5, B&P 7737.7, CCR 1261, CCR 1263

III. NOTIFICATION, TRANSPORTATION, AND FORWARDING (6%)			Code Sections
DESCRIPTION: This content area assesses the candidate’s ability to determine the need to notify the authorities when required and apply laws and regulations pertaining to the transportation and shipment of human remains.			
Determine need to notify coroner regarding circumstances requiring further investigation.	<ul style="list-style-type: none">• Knowledge of causes of death that must be reported to the coroner.• Knowledge of specific physical conditions that warrant coroner review.		H&S 102850, GOV 27491, H&S 7180 &7181 Death
Forward human remains from funeral homes to another service provider.	<ul style="list-style-type: none">• Knowledge of health and safety codes pertaining to handling of human remains.• Knowledge of laws pertaining to shipment of human remains.• Knowledge of health and safety codes for transporting human remains.• Knowledge of requirements pertaining to forwarding /receiving human remains.		H&S 7355, FTC
Transfer human remains from place of death to state-approved facility.	<ul style="list-style-type: none">• Knowledge of health and safety codes pertaining to handling of human remains.• Knowledge of health and safety codes for transporting human remains.		H&S 7355
Determine need to notify health officials regarding reportable communicable diseases.	<ul style="list-style-type: none">• Knowledge of communicable diseases that must be reported to health officials.		H&S 7302, CCR TITLE 17, 2500
IV. ADMINISTRATION (15%)			Code Sections
DESCRIPTION: This content area assesses the candidate’s ability to obtain required legal documentation for disposition, maintain records and documents according to laws and regulations, and maintain facilities and equipment as necessary.			
PERMITS AND CERTIFICATES (5%)	Obtain permits for disposition.	<ul style="list-style-type: none">• Knowledge of methods to obtain permits for disposition.• Knowledge of methods to obtain permits for disinterment.	H&S 102775 thru H&S 102875, B&P 7615 Defined, B&P 7616
	File death certificate	<ul style="list-style-type: none">• Knowledge of procedures for preparing and filing death certificates.	H&S 102100, H&S 102135
FACILITY AND EQUIPMENT MAINTENANCE (4%)	Maintain physical condition of funeral establishment as required.	<ul style="list-style-type: none">• Knowledge of requirements regarding maintenance and sanitation of funeral establishment.• Knowledge of physical requirements of funeral establishment, preparation room, and cold storage.	B&P 7616, B&P 7617, CCR 1216, CCR 1223, CCR 1223.1
	Maintain physical condition of equipment and vehicles used for the care, preparation, and transportation of human remains.	<ul style="list-style-type: none">• Knowledge of physical requirements of funeral establishment, preparation room, and cold storage.• Knowledge of requirements for disinfection and sanitation of equipment, vehicles, preparation areas, and storage areas.	CCR 1209, CCR 1216,

IV. ADMINISTRATION (15%) (CONTINUED)			Code Sections
RECORD KEEPING (6%)	Maintain serviced files.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to maintaining records of goods and services. • Knowledge of contents of serviced files that can be reviewed during a state inspection. 	FTC, CCR 1267
	Maintain historical records of price lists and funeral contacts.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to retention of price lists and funeral contracts that can be reviewed during a state inspection. • Knowledge of laws pertaining to maintaining records of goods and services. 	FTC
	Determine need to notify coroner regarding unclaimed dead.	<ul style="list-style-type: none"> • Knowledge of laws pertaining to unclaimed dead. 	H&S 7200 thru H&S 7208, H&S 7104, H&S 103000 thru H&S 103005, GOV 27460